

FAIR WEAR AND TEAR GUIDELINES

At the end of your lease agreement with Toyota Fleet Management the condition of your vehicle will be assessed by an independent third party, taking into account the kilometres travelled. The following guide will be used by Toyota Fleet Management to assess the condition of the vehicle to ensure it is consistent with the lessee's obligation to maintain the vehicle in accordance with its lease.

This document outlines what will be acceptable fair wear and tear for a passenger vehicle that has travelled less than 100,000 kilometres. This document is not exhaustive and any matters not referred to will be assessed by Toyota Fleet Management acting reasonably.

At the end of your lease please ensure:

- » The vehicle is returned with a complete and accurate service history (including the first service, with service records stamped in books and evidencing services being performed by an approved service agent) and the owner's manual
- » That all equipment fitted to the vehicle, at the time of delivery or after delivery (with Toyota Fleet Management's consent), be returned including two keys, master and service key and two remote controls (where originally supplied with the vehicle). Wheel brace, jack and jack handle must also be returned
- » That any sign writing has been removed from the vehicle and any damage caused to the exterior paintwork has been repaired
- » Front and rear matching tyres of the same speed rating and size as those originally fitted to the vehicle at time of delivery. Tyres must have at least 1.6mm of tread over all the road surface area of the tyre and otherwise, be acceptable under Australian Road Safety Standards. No re-treads.

BUMPERS AND MOULDINGS

Acceptable

- ✓ Marks covering an area less than 10sqcm x 1mm deep
- ✓ Dents covering an area less than 20sqcm and not more than 2mm deep and 2 per bar

Unacceptable

- ✗ Broken bumpers and mouldings
- ✗ Cracked / split / bent / twisted bumpers
- ✗ Misalignment
- ✗ Gouging
- ✗ Excessive paint chips



BODY WORK

Acceptable

- ✓ Scratches if not through colour coating – no more than 3 per panel / 9 per car. Excludes through to metal.
- ✓ Chips – 6 chips per panel up to 3mm diameter
- ✓ Dents – 2 per panel, eight per car at 30mm diameter by 2mm deep
- ✓ Minor stone pitting

Unacceptable

- ✗ Exposed undercoat or metal
- ✗ Hail damage
- ✗ Foreign matter etched into paintwork
- ✗ Scrapes/deep scratches
- ✗ Misaligned panels
- ✗ Buckling
- ✗ Distortions
- ✗ Poor panel/paint repairs
- ✗ Any rust



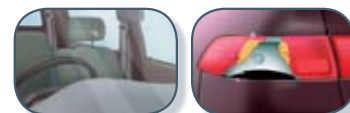
GLASS, LIGHTS AND MIRRORS

Acceptable

- ✓ Light scratching and minor chipping of windscreen or lights
- ✓ Minor pitting
- ✓ Repaired bullseyes to a maximum size of 10mm – not in drivers direct line of sight

Unacceptable

- ✗ Badly scratched windscreens, breaks, cracks or repair discolouration which interferes with driver's vision within swept area
- ✗ Broken mirror glass, lights or surrounds
- ✗ Damage to electrics in front or rear screens
- ✗ Any damage to lights and glass that would fail Australian State Roadworthy Standards



UNDERBODY

Acceptable

- ✓ Minor dents and deformations as long as it has not caused major corrosion

Unacceptable

- ✗ Oil leaks
- ✗ Extensive rust / corrosion
- ✗ Damaged exhaust system
- ✗ Poor repairs
- ✗ Twisted or bent chassis
- ✗ Any damage to underbody that would fail Australian State Roadworthy Inspection



ACCESSORIES AND EQUIPMENT

Acceptable

- ✓ Removal of any accessory fitted at the customers expense provided this does not cause damage to the vehicle

Unacceptable

- ✗ Broken aerial
- ✗ Removal of accessories fitted by Toyota Fleet Management
- ✗ Missing cigarette lighters, badges, knobs, trims, tools, jack, spare wheel, spare tyre, service books



TYRES, WHEELS AND TRIM (INCLUDING SPARE)

Acceptable

- ✓ Scrapes and scratches covering not more than 10% of the surface area

Unacceptable

- ✗ Broken/cracked tyres and wheel rims
- ✗ Mismatched tyres and wheel trims
- ✗ Tyres that do not meet Australian State Roadworthy Standards
- ✗ Uneven tyre wear
- ✗ Replacement tyres/wheels that do not meet manufacturer recommendations
- ✗ Re-treads



CARPET, UPHOLSTERY, SEATS, ROOF LINER, FLOOR, CENTRE CONSOLE AND LUGGAGE AREA

Acceptable

- ✓ Clean and tidy condition with minor scuffing and console holes which have been repaired
- ✓ Fading caused by normal exposure to sunlight
- ✓ Removable stains and sings (to size of 10mm diameter) that have not holed fabric material

Unacceptable

- ✗ Burns, sings, cuts, rips or tears
- ✗ Immovable stains (e.g. oil, solvent, paint)
- ✗ Damage to seat structure
- ✗ Damage to boot lining
- ✗ Mismatched colours



DASHBOARD, FASCIA AND DOOR TRIMS

Acceptable

- ✓ Moderate scratches/markings
- ✓ Repaired console holes
- ✓ Fading caused by normal exposure to sunlight
- ✓ Removable stains and scuffing

Unacceptable

- ✗ No tears and splits
- ✗ Burns
- ✗ Holes or damage caused by fitting or removal of accessories
- ✗ Missing items/accessories (e.g radio, ashtray, cup holder)





1300 888 870

8.30am – 5pm (EST)
Monday – Friday

www.toyotafleetmanagement.com.au